

Draft MINUTES OF THE
MISSISSIPPI ELECTRONIC GOVERNMENT OVERSIGHT COMMITTEE
OCTOBER 20, 2020

COMMITTEE MEMBERS PRESENT:

MS Department of Information Technology Services
MS Department of Revenue
MS Department of Finance and Administration
MS Department of Public Safety
MS Secretary of State's Office
MS State Treasurer

Michele Blocker, Chair
Mickey Yates, Vice-Chair
Brandi King
Clay Johnston
Michael Pantin
David McRae

OTHERS PRESENT:

MS Department of Information Technology Services
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Office of the State Treasurer
NIC Mississippi
NIC Mississippi
NIC Mississippi
NIC Mississippi
NIC Mississippi
NIC Mississippi
NIC Mississippi
NIC Oklahoma

Katie White
Lori Adams
Renee Murray
Steve Patterson
Brian Wilson
Dana Wilson
David Campbell
Drew Levanway
Spencer Jones
Tina Wells
Connie Pearson

Ms. Michele Blocker called the meeting to order.

Ms. Blocker called for a motion to approve the minutes of the August 18, 2020 meeting if no changes were needed. Mr. Mickey Yates made the motion to accept the minutes as presented. The motion was seconded by Mr. Michael Pantin and passed with none opposed.

Ms. Blocker announced that MS.gov received the top award in the Center for Digital Government's Government Experience Awards for 2020. The MS.gov chatbot, Missi, also won the inaugural Future Ready Award sponsored by Google.

Ms. Dana Wilson reported that the program has received a total of 17 awards so far in 2020. Additional services that received awards since the last meeting are:

- The Department of Revenue QuickPay service and the Eudora Welty House and Garden website received gold awards in the 2020 dotCOMM Awards competition. The dotCOMM Awards is an international competition honoring excellence in web creativity and digital communication.
- The Mississippi Department of Wildlife, Fisheries & Parks (MDWFP) Citizen Platform received a State Project Experience Award in the Center for Digital Government's GovX Awards.
- Three of Mississippi's services were recognized with W3 awards in September. Ms.gov and MISSI received awards for government website and best use of emerging technology, respectively. The MDOTtraffic mobile app received an award for outstanding maps and navigation mobile application.

Next Ms. Wilson presented the Portal Highlights and Current Projects portion of the EOC reports:

- In August, NIC Mississippi launched Magnolia template websites for the Mississippi Board of Licensure for Professional Engineers and Surveyors (PEPLS), the Board of Nursing's Office of Nursing Workforce (ONW), and the Board of Nursing's Mississippi Nurse Voluntary Program (MnVP). The Board of Nursing programs established the first online presence for the two MSBN divisions.
- In September, NIC Mississippi and the Mississippi State Board of Dental Examiners launched a no-cost Magnolia template website.
- The Secretary of State's (SOS) Y'all Vote service has seen a steady uptick in user traffic. Since September 1, citizens have accessed over 612,000 pages on the website.
- The Mississippi Department of Public Safety and NIC Mississippi successfully launched two components of the highly anticipated "Skip the Line" program this month to improve customer experience and reduce wait times at individual driver license locations.
 - The live camera component provides live camera feeds integrated into the Driver Service Bureau's website for citizens to view real-time lines at all troop locations prior to visiting.
 - The Online Appointment teleGov system was launched in pilot for the Troop K and Troop C allowing citizens to make appointments and skip the line. In just two weeks, citizens scheduled nearly 3,700 appointments through teleGov. Over 70% of citizens scheduled those appointments from their mobile devices.

Ms. Wilson presented the financial reports covering activities since the last meeting.

Mrs. Wilson also presented the following projects for Prioritization Approval:

- Mississippi State Board of Nursing – COVID Prescreen Application
- Mississippi Board of Pharmacy – Payment Processing Only
- Mississippi Commission on Children's Justice – Template Website
- Mississippi Department of Public Safety – Name Based Background Check
- Mississippi Department of Mental Health – Psychiatry Residence Program Template Website

Ms. Blocker entertained a motion to approve the project queue and prioritization as presented. Mr. Clay Johnston moved approval. The motion was seconded by Mr. Mickey Yates. The motion passed with none opposed.

Mr. Spencer Jones presented an overview of the portal security and infrastructure noting that uptime for the past 3 months was 99.97%. NIC Mississippi is forecasting that all SharePoint sites will be decommissioned by Fall/Early Winter of 2021. NIC Mississippi has doubled production resources in the State Data Center allowing more scalability for COVID-19 and end-of-year peak seasons. All security patches are up to date.

The next meeting is scheduled for December 15, 2020.

Mr. Mickey Yates made a motion that the meeting be adjourned. Mr. Clay Johnston seconded, and the motion was approved with none opposed. The meeting was adjourned.

Michele Blocker
Michele Blocker, Chair

Mickey Yates
Mickey Yates, Vice-Chairman